

Department: County Management

Program Contact: Chris Lenn

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Program Description

Central HR Services delivers key human resources and workforce development services and programs that help advance confident employees, supported teams, and an organizational culture of learning and accountability. These workforce development resources help maintain the County as an employer of choice in the region and support a welcoming, inclusive, and thriving work culture.

Key Programs and Services:

- **New Employee Welcome:** Countywide orientation program offered every other month for new employees to help welcome, build connections, and inform of the County's resources and benefits for new hires.
- **Countywide Learning:** This program offers required and elective learning opportunities, guided by the County's mission and values, for employees and managers to help promote professional development and career advancement.
- **New Manager Orientation:** All newly hired and promoted managers receive a thorough orientation to managing in a complex union environment and equity-driven organization.
- **College to County Mentorship Program (Program Offer 72051):** A workforce pathways initiative focuses on the development of college students from underrepresented communities by offering paid internship opportunities in County projects across departments and matches participants with a trained mentor.
- **Workforce and Career Development:** Recruitment strategies, screening and selection best practices, new employee experience, and workforce pathways that promote the County's mission to build and retain a diverse and talented workforce.
- **Annual Performance Planning and Review:** Coordinate and improve the County's performance management process
- **Core Competencies:** Multnomah County has defined and adopted 10 Core Competencies that reinforce our organizational values that guide our everyday interactions and actions at Multnomah County, including recruiting, planning employee development and training.
- **Conflict Resolution and Team Facilitation:** Provides direct support and customized programming to County departments and teams to help address workplace issues and promote effective teamwork.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Participation in learning courses, orientations, community of practice presentations, or service requests	2,619	2,500	4,600	2,600
Outcome	Percent of Performance Reviews completed in the Year End phase	98%	90%	90%	90%
Output	Number of College to County Mentees placements	97	60	81	60

Performance Measures Descriptions

Output/Outcome measures align with key performance goals of the Workforce Equity Strategic Plan. Participant learning outputs are intended to capture knowledge transfer and support of professional development which both align with the organizational commitment to becoming a learning organization.

Legal / Contractual Obligation

Federal, state, local laws, rules, and regulations covering wage and hour, discrimination, harassment, labor relations, privacy, employment at will, hiring, defamation, Uniformed Service Employment and Re-employment Rights Act, Health Insurance Portability & Accountability Act and other employment related issues. Thirteen labor agreements necessitate contract compliance regarding rates of pay, hours of work, fringe benefits and other matters pertaining to employment.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$2,802,211	\$0	\$1,993,801	\$0
Contractual Services	\$104,203	\$0	\$104,203	\$0
Materials & Supplies	\$59,365	\$0	\$58,409	\$0
Internal Services	\$68,499	\$0	\$117,280	\$0
Total GF/non-GF	\$3,034,278	\$0	\$2,273,693	\$0
Program Total:	\$3,034,278		\$2,273,693	
Program FTE	13.00	0.00	9.50	0.00

Program Revenues				
Service Charges	\$25,000	\$0	\$25,000	\$0
Total Revenue	\$25,000	\$0	\$25,000	\$0

Explanation of Revenues

This program is supported by General Fund revenues. In addition the program generates:

\$25,000 Charges to other County departments for training events that require administration of certain tools or tests or provide professional certifications outside the normal scope of countywide training.

Significant Program Changes

Last Year this program was: FY 2025: 72017 Central HR Services

3.50 FTE have been cut from this program which will result in a significant reorganization of the team. In addition, two positions were downgraded from HR Manager 1 to HR Analyst Senior. We will endeavor to continue all services; however, the response time and depth of services will be impacted by these significant reductions. New initiatives, such as Learning Journeys (the County's new mandatory training program) may have to undergo revisions and adjustments, but the services will largely continue.